

Ryan Parker *Business Development, Aculus*

Dr. Olivia Sheng *Director, GKMC*

Have You Ever?

The image is a collage of screenshots from various IBM websites, illustrating a user's journey through their support and download resources. The screenshots are arranged in a flow from top-left to bottom-right.

- Top Left:** IBM United States - Microsoft Internet Explorer. Shows the main homepage with sections for Small business, Large enterprise, Education, and Research.
- Second Row:**
 - Left:** IBM Support & Downloads - United States - Microsoft Internet Explorer. Shows the 'Support & downloads' section with links for Technical support, Downloads, and Personalized support.
 - Middle:** IBM Support & Downloads - United States - Microsoft Internet Explorer. Shows a detailed view of the 'Downloads' section for ThinkPad notebooks.
 - Right:** IBM Downloads and drivers - Microsoft Internet Explorer. Shows the 'Downloads and drivers' section with links for Downloads, Feedback, and Related links.
- Third Row:**
 - Left:** IBM Download results - Microsoft Internet Explorer. Shows search results for '2008.NFU' with a dropdown for 'Download type' set to 'All download types'.
 - Middle:** IBM Download results - Microsoft Internet Explorer. Shows a second set of search results for '2008.NFU' with a dropdown for 'Download type' set to 'Drivers'.
 - Right:** A large cartoon illustration of a man with a shocked expression, holding his head in his hands, positioned between the two search result screens.
- Bottom Row:**
 - Left:** DOWNLOAD TERMS & CONDITIONS - Microsoft Internet Explorer. Shows the 'DOWNLOAD TERMS & CONDITIONS:' page with a 'I agree' button.
 - Right:** File Download dialog box. Shows a warning message about potential malware and asks if the user wants to open or save the file.

Bottom Left: GKMC logo (Globe with 'GKMC' text).

Bottom Right: ACULUS INC logo with the tagline 'MAXIMIZE YOUR WEBSITE'.

Current Problems

- Subjective and inconsistent
- Time consuming and costly
- Too much data
- No specific answers

elop

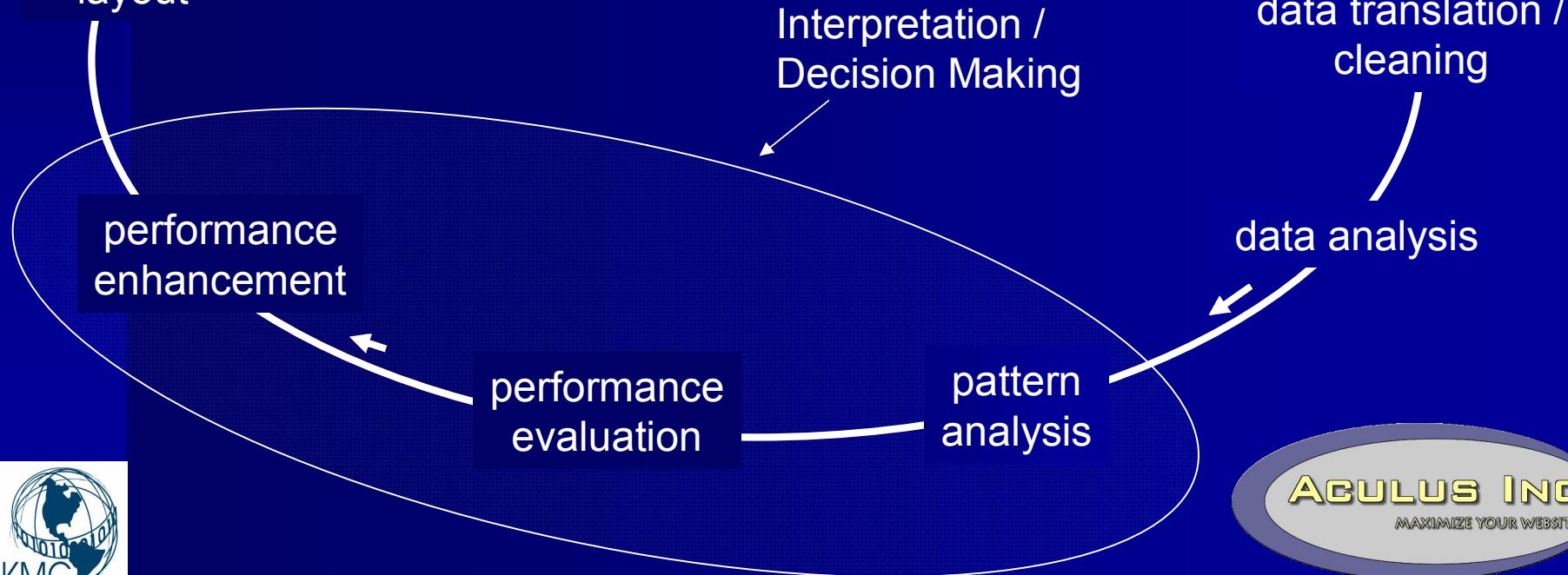
nd-user
perience

ACULUS INC

MAXIMIZE YOUR WEBSITE

- Objective, innovative metrics
- Actionable Solutions
- Automated algorithms

so
layout

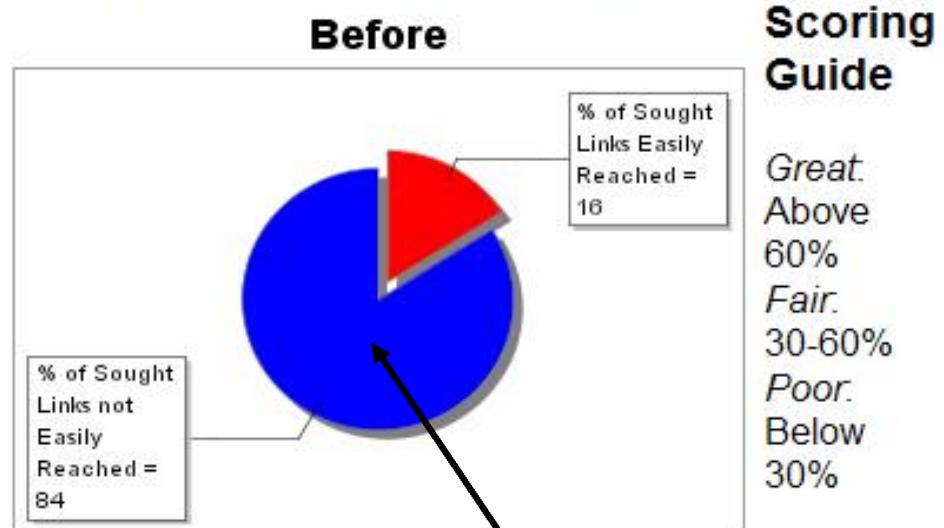


Effectiveness

objective

provide visitors with the links they want

The first chart shows what percentage of your links that users want to get to are easily reachable. The second chart shows the impact on site performance if you use our suggested links.

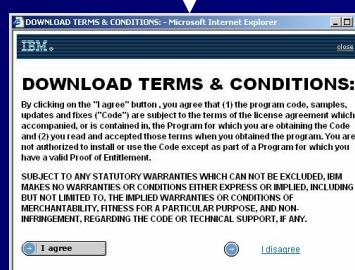
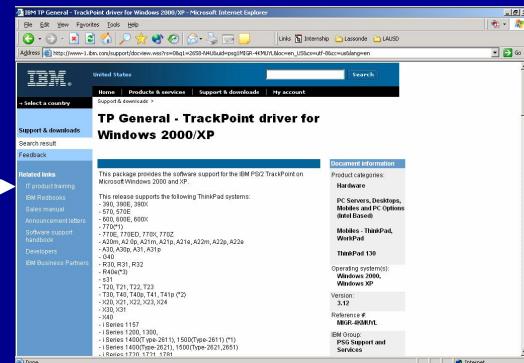
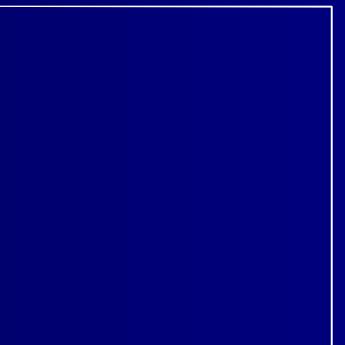
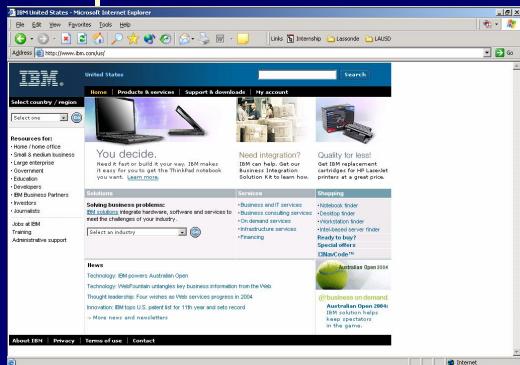


Up to **84%** of users
were frustrated

Aculus Impact



Aculus Impact

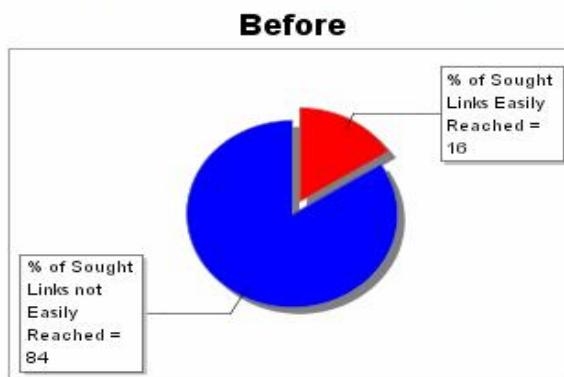


Effectiveness

objective

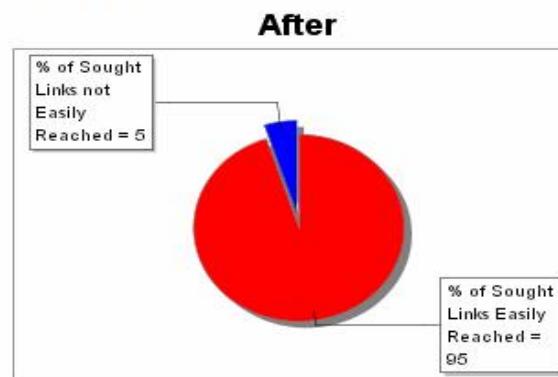
provide visitors with the links they want

The first chart shows what percentage of your links that users want to get to are easily reachable. The second chart shows the impact on site performance if you use our suggested links.



Scoring Guide

Great:
Above
60%
Fair:
30-60%
Poor:
Below
30%



improvement
5.9x

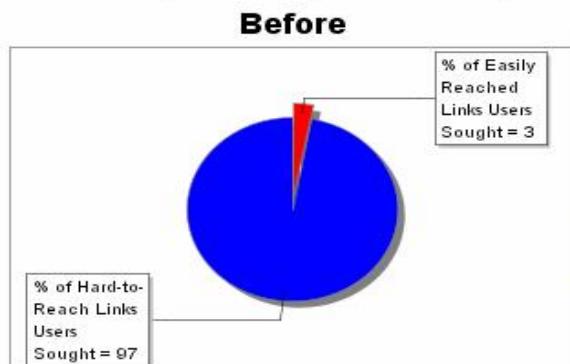
On average, 16% of all pages that a user sought were easy to find. After applying our suggested links, 95% of all pages that a user seeks will be easy to find.

Efficiency

objective

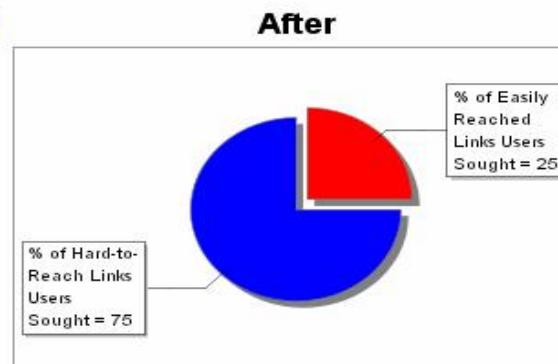
avoid overloading users with too many links

The first chart shows how well the site provides users with links they will want to use. The second chart shows the impact on site performance if you use our suggested links.



Scoring Guide

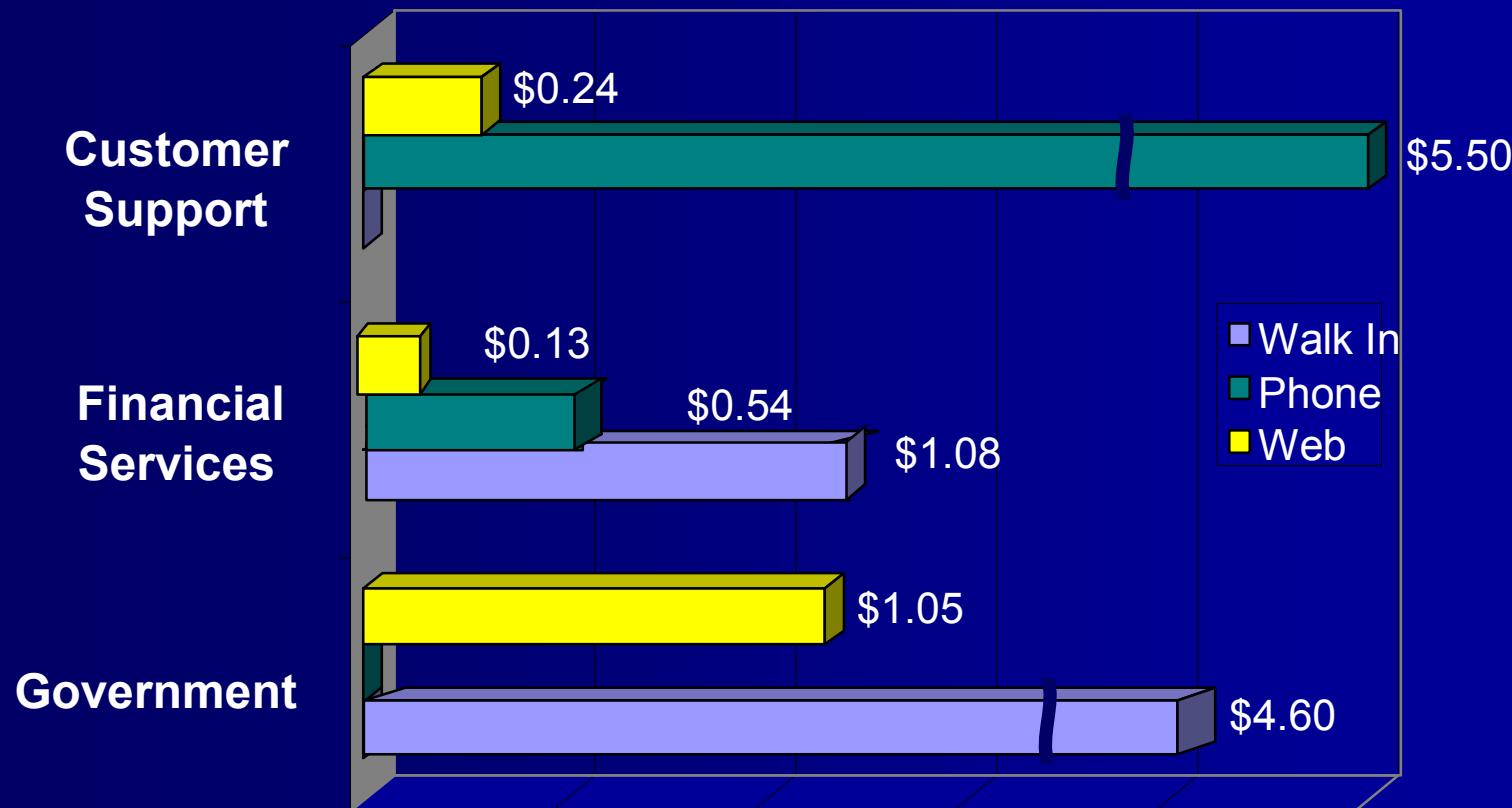
Great:
Above
30%
Fair:
15-30%
Poor:
Below
15%



improvement
8.3x

On average, 3% of all easily accessed links were frequently sought. After applying our suggested links, 25% of all easily accessed links will be frequently sought.

Reducing Costs



source(s): crmdaily.com; Forrester Research; Booz Allen Hamilton; Arizona Dept. of Transportation

Reducing Costs - Example

	Before
Web Users	600,000
Frustrated Users	84%
How Many Call	5%
Cost per call	\$5.00
Total Cost	\$126,000

Reducing Costs - Example

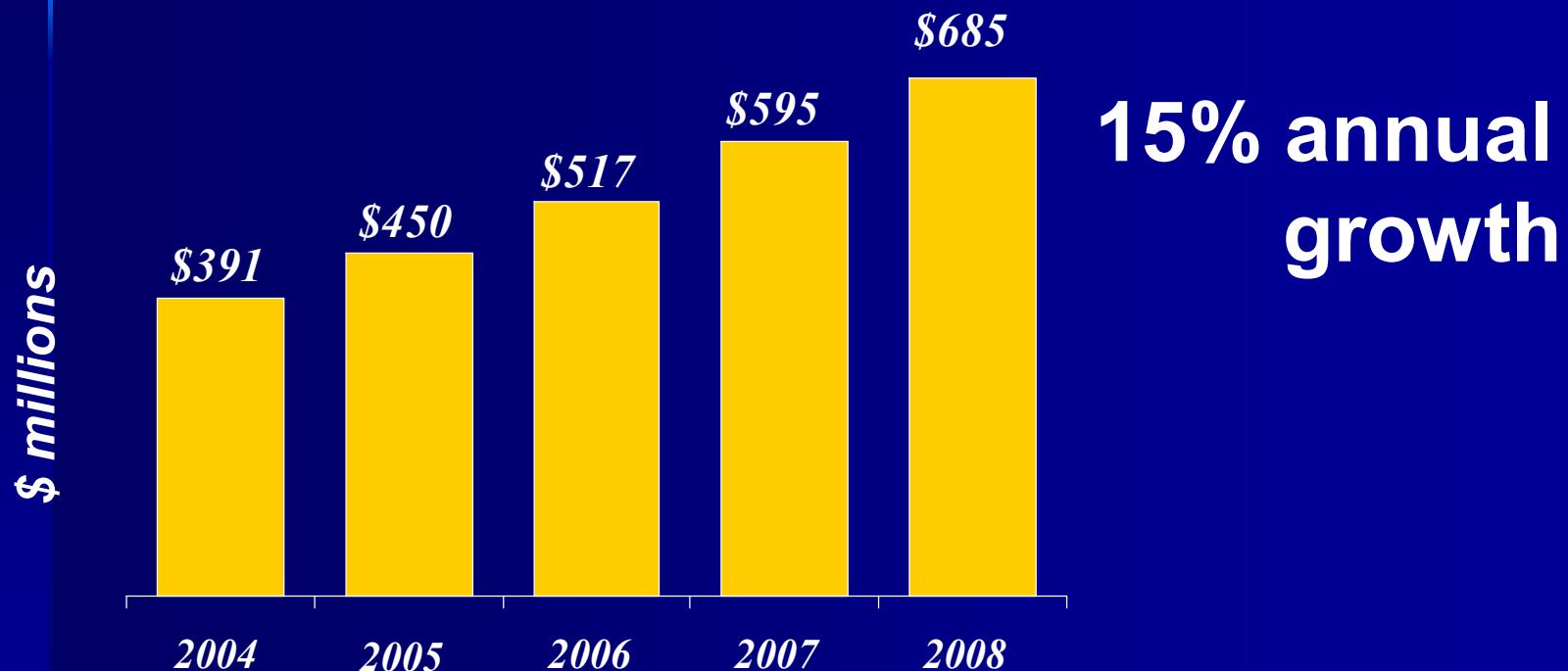
	Before	After
Web Users	600,000	600,000
Frustrated Users	84%	5%
How Many Call	5%	5%
Cost per call	\$5.00	\$5.00
Total Cost	\$126,000	\$7,500

***Total Cost
Savings***



\$118,500!

Market: Web Analytics S/W



Source: Jupiter 2004

Competitors and Opportunities

end-user



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analytics

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Source(s): Hoovers.com

Target Markets

- Large Companies – Customer Support
 - Customer satisfaction metrics
 - 84% use activity or sales as primary measurement
 - Actionable solutions to improve site
- Small to Mid-size Companies (\$1 to \$100 million)
 - Entire corporate portal

Aculus Roadmap

	<i>Software Products</i>		<i>Hosted Contracts</i>	
	<i>Units Sold</i>	<i>Average Price</i>	<i>Cumulative Contracts</i>	<i>Average Price</i>
Year 1	250	\$2,200	35	\$15,000
Year 2	550	\$4,000	80	\$20,000
Year 3	930	\$6,300	130	\$25,000

Financial Highlights

\$,000	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>
Revenues	1,100	3,783	9,152	14,406	22,926
Gross Margin	927	3,183	7,641	11,752	18,362
SG&A	1,135	2,830	5,867	9,503	14,914
Earnings before taxes	(208)	353	1,774	2,248	3,948

Sources / Uses of Proceeds

- Raise \$1M through equity financing
- Launch AcuLink
- Initial Marketing & Sales
- Lease office space
- General operating expenses

Management Team

- Need CEO
- Ryan Parker – Business Development
- Dr. Olivia R. Liu Sheng – Chief Scientist
- Jed Neilson – Finance
- Jonathan Randall – Product Design

Commercialization Drivers

COE



Leadership: Olivia Sheng/Jack Brittain

Board of Advisors: George Gerpheide,
Wasatch, Siebel, IBM, HP, MACU

Funding: Wasatch, IBM, NSF, BLM

Partners: Albertson's, HP, ClearChannel,
State's CIO's office, Utah Interactive, UU,
UUHSC

DESB/UTEC



Business-minded students and mentors

e.bis RESEARCH LAB

Leading researchers in the field

Funding: IBM, Sun, Toshiba, SAP, NSF, NIH,
Army, Navy

Drive

ACULUS INC

MAXIMIZE YOUR WEBSITE

**Unique
Technologies and
Business Value**

**Clear Competitive
Advantages**

**Strong Market
Opportunities**

GKMC: Fountain of Technology

- What's Next...?
 - One-on-one marketing
 - Personal account protection
 - Equity investment recommendation
 - Cancer risk management

GKMC has technologies for these and more!!!

Questions?